

## Montcalm Care Network - Performance Measures Dashboard

Key Performance Areas	Key Performance Indicators	Actual Value	Target Value Target Set By	Performance Level	Covered Period	Last Update
Better Care	Access Timeliness MMBPIS Performance Indicators (Prescreen Disposition, Follow Up to Hospitalization, Access to Services)	97%	95% MDHHS		10/1/18-9/30/19	1/6/2020
	Walk In Wait Time--Less than 30 mins	96%	95% MCN/MDHHS		10/1/18-9/30/19	1/6/2020
	Call Back Wait Time for Non-Urgent Requests for Service--Within 1 business day	98%	95% MCN/MDHHS		10/1/18-9/30/19	1/6/2020
	30 Day Follow-up After Psychiatric Hospitalization for MH - Adults (21+)	79%	58% MDHHS		6/1/2018-5/31/2019	6/13/2019
	30 Day Follow-up After Psychiatric Hospitalization for MH - Children (6-20)	93%	70% MDHHS		6/1/2018-5/31/2019	6/13/2019
	Diabetes Screening for Adults with Schizophrenia or Bipolar Disorder who are using Antipsychotic Medications (are at-risk for Metabolic disorders) <b>(Actual Results)</b>	90%	83% MHP		12/1/2018-11/30/2019	1/10/2020
	Diabetes Monitoring for Adults with Schizophrenia and Diabetes: annual A1c & LDL testing (NEW) <b>(Actual Results)</b>	91%	69.98% State Target		12/1/2018-11/30/2019	1/10/2020
	Satisfaction with Level of Participation in Treatment/Treatment Planning (Consumer Surveys)	89%	85% MSHN		FY19 Surveys	1/6/2020
Overall Satisfaction with Services (Consumer Surveys)	90%	85% MSHN		FY19 Surveys	1/6/2020	
Better Outcomes	Improved Health: Percentage of IHLOC 4 Adult Patients with an Initial BMI of 30+ who were Losing Weight (Downward Trending Slope) During the Measurement Year	52.1%	50% MCN		1/1/2019-12/30/2019	1/13/2020
	Improved Health: Percentage of Adult Patients with Hypertension During their Initial Measurement Year BP Recording who are Trending to be Hypertension-Free One Year Out from the Initial Recording	53.3%	50% MCN		1/1/2019-12/30/2019	1/13/2020
	Improved Health: Percentage of IHLOC 4 Children Patients with an Initial BMI of 30+ who were Losing BMI (Downward Trending Slope) During the Measurement Year	43.5%	50% MCN		1/1/2019-12/30/2019	1/13/2020
	Improved Functioning-Children: Percentage of Children with Improved CAFAS Scores (Homebased>=20 points, Outpatient >0 points) from Initial Two Assessments to Most Recent Assessment	56.0%	60% MCN		1/1/2019-12/30/2019	1/13/2020
	Improved Functioning-Adults: Percent of Patient's with an Active Depression Diagnosis who were Trending Downwards in PHQ-9 Scores During the Measurement Year	62.7%	60% MCN		1/1/2019-12/30/2019	1/13/2020
	Decreased Emergency Department Use: Decrease in ED Visits from Six Months Prior to MCN Services to Six Months During/Post MCN Services for Newly Opened Consumer in Service at Least 60 Days	1.2%	TBD		10/1/2018-10/1/2019	1/8/2020
Better Value	Cost Per Case: Percent Above or Below (-) MSHN Average Cost Per Case (Medicaid)	-20%	At or Below MSHN Ave		FY18 Rates	1/13/2020
	Cost Per Case: Percent Above or Below (-) MSHN Average Cost Per Case (HMP)	0%	At or Below MSHN Ave		FY18 Rates	1/13/2020
	Cost Per Case: Percent Above or Below (-) MSHN Average Cost Per Case (Autism)	-75%	At or Below MSHN Ave		FY17 Rates	6/4/2018
	Cost per Unit: Percent Above or Below (-) MSHN Average Cost per Unit (for 11 key services/service codes)	0%	At or Below MSHN Ave		FY18 Rates	1/13/2020
	Increased Productivity: Percent Change Year over Year	-0.3%	3% MCN		9/2019 over 9/2018	1/13/2020
	Estimated Medical Cost Savings from Decreased Emergency Department Use (positive is cost savings)	\$1,233	TBD		10/1/2018-10/1/2019	1/8/2020
Collaborative-Effective Workforce	Timeliness of Documentation: Documents Signed in Under 24 Hours	82%	95% MCN		7/1/2019-9/30/2019	1/13/2020
	Reported Recognition of Efforts (Employee Survey)	73%	80% MCN		FY19 Survey	1/6/2020
	Reported Positive Work Environment (Employee Survey)	81%	85% MCN		FY19 Survey	1/6/2020

Quality assessment and performance improvement is a continuous process. It involves measuring the functioning of important processes and services, and, when indicated, identifying changes that enhance performance. These changes are incorporated into new or existing work processes, products, or services with monitoring of performance to ensure improvements are sustained. Specific performance indicators are selected and monitored by MCN, the Michigan Department of Health and Human Services (MDHHS), and our regional entity Mid-State Health Network (MSHN). Measures align with the quadruple aim of our Strategic Plan– for Better Care, Better Outcomes, Better Value and a Collaborative Effective Workforce.